

AL1 Registration Frequently Asked Questions

For individuals who have registered or enrolled for Collaboration or Survey Tools.

Q.	What happened to the Collaboration and Partner sites?
A.	As of March 1, 2018, Collaboration and Partner sites are no longer a portal service offering and are being decommissioned.
Q.	What is meant by level of assurance?
	<p>The concept of gathering of proof about a person’s identity is known as assurance. There are different levels of assurance. At eHealth Ontario, the most common levels of assurance include:</p> <ol style="list-style-type: none"> 1. Rudimentary This is the lowest level of assurance. At this level, there is no proof required to validate the assurance of identity and cannot view personal health information or patient data. 2. Medium This level is required for those users who handle personal health information or patient data. Two pieces of eHealth Ontario approved ID, of which one must contain a photo, must be reviewed and validated in person. <p>If you require access to ehealth services, you will need to upgrade your assurance level.</p>
Q.	What should I do to upgrade my registration to medium level of assurance?
A.	<p>To upgrade your registration to the medium level of assurance, you need to provide proof about your identity. In order to do so, you will need to:</p> <ul style="list-style-type: none"> • Be sponsored for registration and the service for which you are being upgraded to. • Have completed and signed the registration and enrolment form. • Present yourself in person to the LRA in your organization with two original identity documents of which one must contain a photo. <p>Contact the LRA within your organization for detailed procedure or contact eHealth Ontario Service Desk at 1-866-250-1554.</p>